



U.S. General Services Administration

Turn in your totally or partially unused tickets.

**They're worth big bucks!**

# Unused tickets are worth big bucks—it's our responsibility to turn them in!

## Responsibility—As a Government Traveler

Government travelers that have downgraded, exchanged, unused, or partially unused tickets that were purchased with their individually billed account (IBA/personal travel card) should exchange those coupons for a Credit Card Refund Notice (CCRN) receipt from the Transportation Service Provider (TSP)/Travel Management Center (TMC)/Commercial Travel Office (CTO). Also, if a traveler has unused or partially unused ticket(s), she/he should retain this CCRN receipt as evidence that a credit is due and confirm that the credit was received on his/her IBA statement. (NOTE: The TSP is the airline used. TMC is the Federal Civilian's travel agency. CTO is the Department of Defense's travel agency.)

Most of the time, airline tickets are purchased by the TMC/CTO using the centrally billed account (CBA), so the amount will never appear on your IBA. In this case you should **immediately**:

- notify TMC/CTO when any portion of a trip will not be/was not made.
- make written documentation that TMC/CTO was notified.
- notify appropriate office/agency of unused portion(s) in accordance with your agency's internal travel policies.

## Responsibility—As a Government Agency

The policy office should establish administrative procedures for promptly identifying any unused tickets, coupons, or other evidence of refunds due the government. The office that handles and processes travel should determine any possible unused portions when examining travel vouchers. They should determine any possible unused portions when examining travel vouchers. Also, the finance office that receives CBA statements should be aware of unused tickets to ensure credits are received.

## What about Tracking and Refunds?

Obtain a management information report from your TMC/CTO broken down by CBA/IBA and/or U.S. Government Transportation Requests (GTR, SF 1169) to keep better track of unused portions. Ask your TMC/CTO to add a statement on itineraries that provide instructions regarding unused tickets or portions. You can also add a line for status of unused ticket(s) on your travel worksheet/checklist.

**An expired ticket is over a year old from date of purchase.** Any expired ticket(s) must be submitted to GSA's Transportation Audits Division for processing. They may recover refunds for up to 10 years after date of purchase. Expired ticket(s) **must** be sent to:

General Services Administration  
Transportation Audits Division  
2200 Crystal Drive—Suite 300  
Arlington, VA 22202

## Need Help?

- GSA's Business Operations Branch ([program.education@gsa.gov](mailto:program.education@gsa.gov)) will provide step-by-step instructions for processing unused tickets procured by CBA, IBA, or GTR.
- GSA Passenger Handbook, Chapter 5, Refunds ([www.gsa.gov/transppassengerhandbook](http://www.gsa.gov/transppassengerhandbook))
- Federal Management Regulation (FMR) 41 CFR §102-118—Transportation Payment and Audit at [www.gsa.gov/fmr](http://www.gsa.gov/fmr). Select Subchapter D—Transportation on the left. Select Part 102-118 from center.
- Refunds for Partially or Unused Tickets ([www.gsa.gov/unusedticket](http://www.gsa.gov/unusedticket))
- Coming Soon! On-line training at the Center for Acquisition Excellence ([www.gsa.gov/centerforacquisitionexcellence](http://www.gsa.gov/centerforacquisitionexcellence))